

Case disposition in SSP

Once a case reaches the Eligibility Results page (see below) users must click on the “Next” button in the bottom right corner to dispose the case completely before it will navigate to the Enrollment Module Home page.

If the disposition has failed for some reason, a message will display “the system was unable to finalize your eligibility results” on the Enrollment Module Home page.

Eligibility Results Page

kynect My Account Browse Plans Learn More Get Help FAQ

Welcome Joann Robert Sign Out About Help ENGLISH ▼

Overview Applications Payments Plans & Programs Messages Assistors Settings

Case Number 110885481

✓ Enter and Confirm Application 2 Review and Accept Eligibility 3 Select and Manage Plans

✓ Enter and Confirm Application

Review and Accept Eligibility

✓ Post-eligibility questions

✓ Verification screens

Eligibility Results

Select and Manage Plans

Programs You Qualify For ?

Below you will see a summary of your eligibility results. These eligibility results are based on the information you have told us. On the following pages, we will walk you through these results for each individual in your household. We will also tell you about your different coverage options. Be sure to **Click Next** to accept these results. If you want to discuss the results before you accept them, please contact Customer Service at 1-855-4kynect (459-6328) TTY 1-855-326-4654.

Household Member	Results
 MIKE	Health Insurance Plans Eligible

You chose to only be screened for full-priced health insurance plans. If you would like to see if you can get help paying for healthcare coverage, you can [go back and be evaluated for financial assistance](#).

Individuals who are eligible for Medicaid may not be eligible for claims payment or MCO enrollment. The recipient must call the Department for Community Based Services (DCBS) at 855-306-8959, call kynect at 1-855-4kynect (459-6328), or use the Report A Change in Circumstance link from the Overview to make changes to their case.

◀ Back **Next ▶**

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Case Number 110885481

Enter and Confirm Application

Review and Accept Eligibility

3 Select and Manage Plans

Enrollment Manager

Welcome to the Enrollment Manager! You can see your current eligibility results and enrollment information. Based on your eligibility, you will be able to do certain actions, such as add a new plan or edit an existing plan.

Current Eligibility

Below is the summary of your current eligibility.

Member	Current Eligibility	Enrolled
MIKE	Health Insurance Plans : 03/01/2016 -	✗

Medicaid Plans (MCOs)

Health Insurance Plans (with and without payment assistance)

When can I enroll?

Open Enrollment for Health Coverage 2017 : Saturday, 15 October 2016-Wednesday, 07 December 2016

Note : if you have had a recent qualifying life event, you may be eligible for special enrollment. For most life events, you have 60 days to report the event

Alert! Individuals who are eligible for Medicaid benefits will not be allowed to enroll in Health Insurance Plans.

View History

Coverage Year 2015:

Change APTC

Add Plan

Coverage Year 2016:

Change APTC

Add Plan

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Reporting a change in circumstances and case disposition

After selecting the “Report a change in circumstances” individuals must also click on the “View/Edit Enrollments” or the “Plans & Programs” tab at the top of the page on the Overview screen after the change is reported. Once either is selected the case will properly dispose and the Enrollment Module Home Page will load. If for any reason the case fails to dispose, a message will display on the Enrollment Module Home page.

The screenshot displays the Kynect web application interface. The top navigation bar includes links for My Account, Browse Plans, Learn More, Get Help, and FAQ. Below this, a secondary navigation bar features tabs for Overview, Applications, Payments, Plans & Programs, Messages, Assistors, and Settings. The main content area is divided into several sections:

- Quick Links:** A sidebar on the left containing links for Message Center (Inbox), Notifications & Alerts (Address Validation), Application (Download a new application, Application pre-screening, Start an application), Contact Information (Kynect Call Center, CHFS Programs, Consumer Assistance), and Other (Manage/ Change Appointments, Request a Hearing/Appeals, File a Complaint, Report Fraud). There is also a download link for Adobe Reader.
- Current Benefits:** A section with a green link for [Report Change in Circumstance](#). Below it, the **Plans & Programs** section shows a Case Number and a highlighted green link for [View/Edit Enrollments](#).
- Enrollment Table:** A table with two columns: Enrollment and Enrolled Individuals. It lists two entries for "Anthem Bronze Pathway X HMO 5000 40".
- Ongoing Applications:** A section showing a Case Number and a progress bar. The progress bar has four stages: Application (checked), Results (active), Find a Plan, and Enrollment. A green button labeled [Continue Application](#) is present. The text "Complete your application to enroll in coverage. You're at Results." is displayed.
- Request For Information:** A section with a green link for [View My Documents](#) and a green link for [Upload](#). Below it, it states "No documents pending for verification".